

Application No. 10/002,745  
Information Disclosure Statement

Customer No. 01933

Attorney Docket No. 01703/LH

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**IN THE UNITED STATES PATENT  
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Applicant(s): Toshio UENO

I hereby certify that this  
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Serial No. : 10/002,745

Filed : November 2, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit : 2153

Examiner : Philip J. Chea

N. Sanadeo  
Nalini P. Sanadeo

Dated: March 15, 2006

**INFORMATION DISCLOSURE STATEMENT**

In the event that this Paper  
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It is respectfully requested that the documents listed on  
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It is requested that initialed copies of the Forms  
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Respectfully submitted,

/Douglas Holtz/

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PTO/SB/08B

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/002,745	
				Filing Date	November 2, 2001	
				First Named Inventor	Toshio UENO	
				Group Art Unit	2153	
				Examiner Name	Philip J. Chea	
Sheet	2	of	2	Attorney Docket Number	01703/LH	
<b>NON PATENT LITERATURE DOCUMENTS</b>						
Exam Inits <sup>1</sup>	Cit e No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				T <sup>6</sup>
		SANES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.				
Examiner Signature				Date Considered		

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.

DATE MAILED: **March 15, 2006**